

Department of Transportation
Division of Motor Vehicles

Mission

The Division of Motor Vehicles (DMV) provides essential licensing, titling, and vehicle registration to the public; promotes highway safety; and collects revenue for transportation programs.

Operations

Administrative Services

- Maintain computerized and optical scan databases for all DMV documents.
- Prepare and administer annual budget.
- Provide accounting services for the collection and deposit of generated revenue.
- Provide personnel and payroll services for the division.
- Provide purchasing services for the division.
- Provide computer support to all division employees.
- Provide public information and training functions.

Driver Services

- Track traffic citations for use in establishing and monitoring the records of each resident driver.
- Exchange traffic conviction reports and unpaid ticket information with other states and jurisdictions.
- Provide, through driver license suspension, sanctions against persons who violate motor vehicle laws, accrue unpaid tickets, and violate student attendance and child support laws.
- Provide driving records for insurance and employment purposes.
- Administer administrative law procedures for appeals of driver license suspensions.
- Provide safe traveling for the motoring public through the Governor's Highway Safety Program.

Motor Carrier Services

- Process commercial registrations through the International Registration Plan (IRP).
- Collect revenue for 55 counties via the ad valorem fees assessed on apportioned power units.
- Interpret and advise law enforcement and others on policies, regulations, and statutes concerning commercial vehicles.
- Process and issue fuel tax decals through International Fuel Tax Agreement (IFTA).
- Process and issue fuel tax decals for intrastate motor carriers.
- Oversee the Intelligent Transportation System/Commercial Vehicle Organization (ITS/CVO) and Commercial Vehicle Information Systems Network (CVISN) initiatives for the state.
- Provide information and training to motor carriers and law enforcement personnel on commercial vehicle regulations.

Vehicle/Field Services

- Process documents and payments for the titling and registering of vehicles.
- Inspect and regulate motor vehicle dealers.
- Oversee businesses that process DMV documents.
- Maintain accountability over revenue for State Road Fund.
- Provide examinations for driver's licenses.
- Issue driver licenses, identification cards, and handicapped parking indicia to qualified persons.

Division of Motor Vehicles

Expenditures

	TOTAL FTE POSITIONS 11/30/2003	FY 2003 ACTUALS	FY 2005 BUDGETED	FY 2005 REQUESTED	GOVERNOR'S RECOMMENDATION
EXPENDITURE BY PROGRAM					
Administrative Services	121.00	\$7,825,611	\$9,124,203	\$8,984,687	
Commercial Services	34.00	5,180,553	7,252,979	6,893,329	
Driver Services	137.00	11,990,243	19,049,016	19,347,020	
Vehicle Services	267.00	17,319,263	23,667,465	22,806,422	
Less: Reappropriated		0	0	0	
TOTAL BY PROGRAM	559.00	42,315,670	59,093,663	58,031,458	58,263,658
EXPENDITURE BY FUND					
General Fund					
FTE Positions		0.00	0.00	0.00	0.00
Total Personal Services		0	0	0	0
Employee Benefits		0	0	0	0
Other Expenses		0	0	0	0
Less: Reappropriated		0	0	0	0
Subtotal: General Fund		0	0	0	0
Federal Fund					
FTE Positions		5.50	5.50	5.50	5.50
Total Personal Services		178,649	221,734	221,984	221,984
Employee Benefits		54,203	70,344	73,775	73,775
Other Expenses		1,139,981	9,527,822	9,524,141	9,524,141
Subtotal: Federal Fund		1,372,833	9,819,900	9,819,900	9,819,900
Appropriated Special Fund					
FTE Positions		590.50	526.50	577.50	529.50
Total Personal Services		13,961,169	14,767,711	14,504,927	14,549,927
Employee Benefits		4,788,841	5,856,398	6,117,779	6,143,579
Other Expenses		17,269,497	21,503,225	20,804,469	20,965,869
Less: Reappropriated		0	0	0	0
Subtotal: Appropriated Special Fund		36,019,507	42,127,334	41,427,175	41,659,375
Nonappropriated Special Fund					
FTE Positions		23.00	27.00	27.00	27.00
Total Personal Services		522,833	791,250	789,500	789,500
Employee Benefits		171,197	268,497	256,346	256,346
Other Expenses		4,229,300	6,086,682	5,738,537	5,738,537
Subtotal: Nonappropriated Special Fund		4,923,330	7,146,429	6,784,383	6,784,383
TOTAL FTE POSITIONS BY FUND		619.00	559.00	610.00	562.00
TOTAL EXPENDITURES BY FUND		\$42,315,670	\$59,093,663	\$58,031,458	\$58,263,658

Programs

Administrative Services

Mission

The Administrative Services program provides financial and operational support to internal and external customers of the DMV to assure an efficient and effective operation.

Goals/Objectives

Provide accurate and timely services to internal and external customers.

- Reevaluate person-to-person vehicle transactions and enforce fair market value for collection of privilege taxes.
- Continue to ensure employees are provided training.
- Improve access to the division through use of e-commerce.
- Update the division's document imaging system and expand its use to the regional offices.

Performance Measures

<u>Fiscal Year</u>	<u>Actual</u> <u>2001</u>	<u>Actual</u> <u>2002</u>	<u>Estimated</u> <u>2003</u>	<u>Actual</u> <u>2003</u>	<u>Estimated</u> <u>2004</u>	<u>Estimated</u> <u>2005</u>
DMV employees trained	348	392	400	243	300	300
Total employees trained	60%	66%	68%	39%	48%	48%
Incoming customer telephone calls	566,000	578,820	580,000	522,415	540,000	560,000
Customer telephone calls answered	383,000	436,336	440,000	469,215	486,000	504,000
Calls answered	68%	75%	75%	90%	90%	90%

Driver Services

Mission

The Driver Services program is responsible for issuing driver licenses, monitoring driver performance and driver improvement programs, and promoting and improving highway safety among the motoring public.

Goals/Objectives

Improve the service of issuing and renewing driver licenses.

- Implement a statewide digitized driver license system by March 2005.

Nurture grassroots projects that will reduce the number of severe injuries and fatalities that result from motor crashes.

- Continue support of eight comprehensive regional safe community projects and expand coverage to 100% of all counties in West Virginia by July 2004.
- Improve collection and analysis of crash-related data through electronic linkage to safe community projects by July 2005.
- Improve the use of seat belts by West Virginia drivers to 80% by July 2005.
- Reduce the annual number of 15–20 year old fatalities through the implementation of graduated driver's licenses.

Performance Measures

<u>Fiscal Year</u>	<u>Actual 2001</u>	<u>Actual 2002</u>	<u>Estimated 2003</u>	<u>Actual 2003</u>	<u>Estimated 2004</u>	<u>Estimated 2005</u>
Suspension of driver's license for failure to appear in court or pay fines assessed	59,000	60,300	61,500	53,800	57,000	59,000
West Virginia seat belt usage	49%	72%	75%	74%	77%	80%
<u>Calendar Year</u>	<u>Actual 2001</u>	<u>Estimated 2002</u>	<u>Actual 2002</u>	<u>Estimated 2003</u>	<u>Estimated 2004</u>	<u>Estimated 2005</u>
Fatalities in West Virginia automobile accidents	N/A	N/A	439	390	360	345
Auto fatalities of persons 15 to 20 years old	N/A	N/A	65	55	48	43

Motor Carrier Services

Mission

By partnering with the commercial vehicle community, the Motor Carrier Services' mission is to ensure the safe, legal, and efficient movement of goods and people through the innovative application of technology, services, and resources to reduce the regulatory burden on the motor carriers traveling through and within the state.

Goals/Objectives

Improve customer service.

- Reduce the registration/application-processing burden for West Virginia's motor carriers.
- Streamline the administration of the motor carrier credentialing and taxation processes.
- Reduce paperwork in the administration of motor carrier regulatory programs using electronic data interchange and electronic funds transfer technologies.

Improve the business climate for commercial carriers.

- Provide easier access to IRP business processes through e-commerce.
- Implement the national ITS/CVO and CVISN initiatives.
- Enhance compliance of motor carrier regulations by using the most advanced technology available.

Performance Measures

<u>Fiscal Year</u>	<u>Actual 2001</u>	<u>Actual 2002</u>	<u>Estimated 2003</u>	<u>Actual 2003</u>	<u>Estimated 2004</u>	<u>Estimated 2005</u>
Carriers registered in IRP	2,895	3,168	3,400	3,273	3,400	3,500
Trucks registered in IRP	10,759	10,890	11,300	11,082	11,300	11,500
IFTA decals issued	15,700	15,013	15,500	15,022	15,500	15,800

Vehicle/Field Services

Mission

The Vehicle/Field Services program titles and registers vehicles as a means to establish and identify vehicle ownership for legal and law enforcement purposes, facilitates intrastate and interstate transportation of people and products, and administers driver's license examinations in accordance with state and federal laws.

Division of Motor Vehicles Programs

Goals/Objectives

Improve customer services.

- Continue employee training for driver examination certification by the American Association of Motor Vehicle Administrators.
- Install automated testing machines in all DMV regional offices by June 2004.
- Implement the Electronic Registration System for West Virginia's dealer community by July 2005.

Increase public access to division services.

- Open regional offices in Weirton and Summersville by July 2006.
- Implement an integrated computer system with West Virginia counties for personal property tax payments by 2005.
- Promote more active participation in West Virginia motorcycle awareness.

Performance Measures

<u>Fiscal Year</u>	<u>Actual</u> <u>2001</u>	<u>Actual</u> <u>2002</u>	<u>Estimated</u> <u>2003</u>	<u>Actual</u> <u>2003</u>	<u>Estimated</u> <u>2004</u>	<u>Estimated</u> <u>2005</u>
Walk-in customers served at regional offices (in millions)	0.999	1.157	1.250	1.280	1.300	1.400
Revenue collected in regional offices (in millions)	\$90.1	\$112.6	\$115.0	\$109.0	\$111.0	\$114.0
Offices accepting payments via credit card	N/A	52%	100%	100%	N/A	N/A
Revenue collected from credit cards (in millions)	N/A	\$1.2	\$2.3	\$4.5	\$4.8	\$5.0
Driver exams offered for all classifications	176,419	187,766	190,000	191,327	200,000	220,000